

109. On a daily "live" basis, Usage Extract provides CLECs electronically or on magnetic tape with information on the usage billed to its accounts in industry standard Exchange Message Record ("EMR") format. This is a new capability implemented by SWB that became available for CLEC use in December 1996. Sixteen CLECs are currently receiving Usage Extract electronically or on tape. SWB is actively discussing Usage Extract with several CLECs that have expressed interest and are expected to go live in 1998.

110. SWB has produced a document titled Southwestern Bell Resale/Unbundled Network Elements Usage Extract. This document details, at a minimum, transmission vehicles supported by SWB, types of EMR records transmitted and the setting of certain indicators, file characteristics and packing requirements with header and trailer details, and procedures for message returns and confirmation of files. In addition, it outlines SWB and CLEC responsibilities and data center operation information. This document is provided to any CLEC that has expressed an interest in Usage Extract and is provided in paper format and/or electronically via e-mail.

111. At the option of the CLEC, a test tape or file is provided by SWB to enable the CLEC to analyze a sampling of the EMR records that they would receive based upon their end user calling patterns. Before a CLEC is turned up live to receive Usage Extract,

SWB performs testing with the CLEC to ensure that the CLEC can receive (via Connect Direct, NDM) or pickup (TCPIP) the Usage Extract and can process the data. The CLEC is also provided an initial copy of the industry standard EMR document. SWB provides the CLEC assistance with regard to processing of the data, interpretation of records and applicable indicators to ensure the CLEC is comfortable with the data provided and the process so they can develop their billing system(s).

112. As a matter of clarification with regards to the data provided to CLECs via the Usage Extract feed, SWB includes in the daily Usage Extract feed whatever is billed on the monthly bill as usage sensitive, either for resale or for unbundled network elements. There is no usage recorded for flat-rated local service or call attempts, and thus this type of data cannot be provided to CLECs on the daily feed.

113. Access usage for **originating** traffic associated with unbundled network element switch ports or POTS-like bundles is also provided to the CLEC utilizing the Usage Extract feed. This is traffic that is routed to an interexchange carrier by a local exchange carrier. This is an enhanced capability resulting from new Automatic Message Accounting ("AMA") recordings which identify both the interexchange carrier and the CLEC involved in the call. This enhanced capability is possible through the use of Advanced Intelligent Network ("AIN") technology in SWB's network. The AMA recording is formatted into an industry standard EMR format provided to the CLEC, thus

allowing the CLEC the ability to bill the interexchange carrier for access usage. SWB has successfully tested this capability through its major switch types (e.g.; 1AESS, 5ESS, DMS100, AXE10) and is now testing the process through the downstream systems. From a **terminating** and originating 800 traffic perspective, the new or existing AMA recordings do not provide the capability to extract the terminating access usage from unbundled network element switch ports. To correct this situation, SWB is building a new adjunct processing system to permit the identification of these calls, so that records of such calls can be provided to CLECs. The adjunct processing system is currently projected to be available by the end of March 1999. In the interim, SWB is committed to work with CLECs to develop acceptable alternative processes pending completion of the new adjunct system.

114. The following table provides empirical data by month and year of CLEC use of Usage Extract over the last several months. The chart that follows provides the same data in graphical form. As the number of extracted messages indicate in the following table and chart, CLEC use of this electronic interface has increased steadily over time.

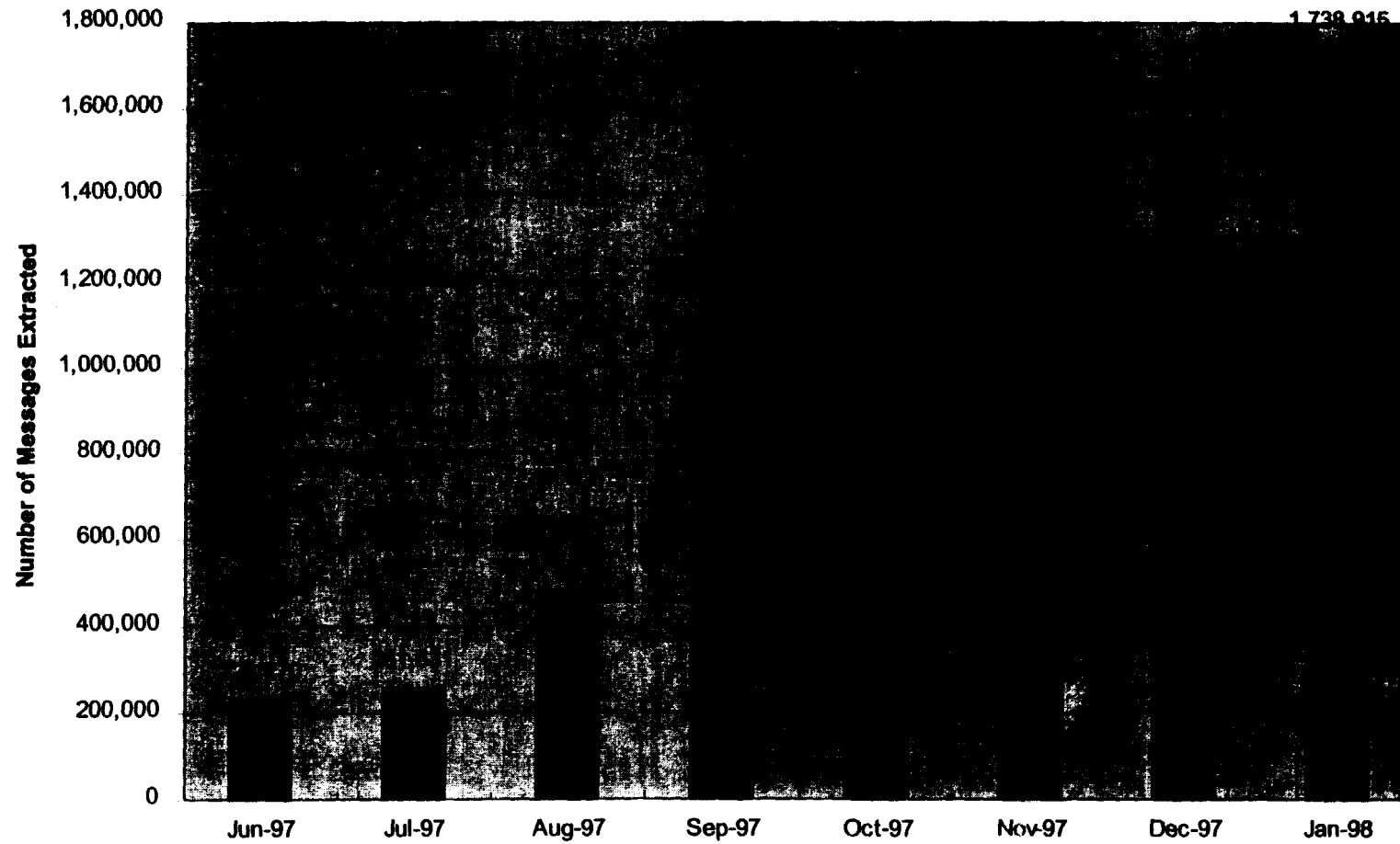
Southwestern Bell - Usage Extract
Competitive Local Exchange Carrier (CLEC)
Messages Activity

89

Month - Year	CLEC Usage Extract Messages Activity
June - 1997 Total	223,770
July - 1997 Total	251,631
August - 1997 Total	476,897
September - 1997 Total	774,890
October - 1997 Total	878,559
November - 1997 Total	887,622
December - 1997 Total	1,527,077
January - 1998 Total	1,738,915
Grand Total	6,759,361

Southwestern Bell - Usage Extract
Competitive Local Exchange Carrier (CLEC)
Messages Activity

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OSS ENHANCEMENTS

115. Just as with SWB's retail services, whenever a new OSS or a new capability from an existing application is introduced, problems and requests for enhancements invariably occur as users begin utilizing OSS functions in a production environment. This phenomenon has of course occurred as CLECs have begun utilizing SWB's electronic interfaces. SWB works closely with CLECs to identify and correct any OSS related problems expeditiously. In addition, SWB evaluates all CLEC enhancement requests. Typically, if the enhancement request(s) benefits the entire CLEC community, SWB plans and prioritizes system work to introduce such enhancement(s) as part of periodic system releases without any special charge to the requesting CLEC. SWB Help Desk personnel, project managers, and software professionals then assist and provide documentation to CLECs that utilize SWB's interfaces in the use of these enhancements, just as they assist CLECs on an ongoing basis to resolve any difficulties they experience. Attachment H provides representative examples of issues raised by CLECs utilizing SWB's OSSs and the solutions SWB has responded with to resolve CLEC problems or enhancement requests.

OSS FUNCTIONS SUMMARY

116. As mentioned earlier in this affidavit, several CLECs are passing significant "live" service orders electronically via EASE. Inter-Carrier testing of the SWB EDI Gateway has taken place and continues to be conducted with AT&T. Ameritech expects to begin processing end user resale services LSRs in Missouri via the EDI Gateway before the end of February 1998. Several

CLECs have completed LEX training and have begun sending production mode resale services and unbundled network elements LSRs. In addition, CLECs also have initiated volumes of transactions in the Verigate, Order Status, Trouble Administration applications, and User Extract. Several CLECs have committed to utilizing EASE and will be passing service orders electronically soon after they complete their training and have established their connections to SWB's network. Yet, other CLECs have signed contracts that are pending state commissions approval to utilize our electronic interfaces.

CLEC COMPLAINTS

Valu-Line of Kansas

117. Valu-Line of Kansas became SWB's first CLEC to begin passing "live" service orders for resold services electronically via residence and business EASE. Although there were some problems encountered by Valu-Line when it started sending orders via residence EASE, SWB has taken aggressive steps to work through the issues with Valu-Line and is meeting the needs of the customer. The implementation of any new business operation requires companies to not only invest in computer systems (software, hardware and network), but also parallel investments must be made in human resources, training, business knowledge, and methods and procedures. Coordinating implementation efforts across systems, people and procedures is no easy feat. The start-up problems encountered by Valu-Line are similar to those that SWB encounters internally when we establish new work centers within SWB. Local phone service is an extremely complex business

endeavor and there is no substitute for experience. For example, SWB service representatives are subject to nine weeks of intensive business and sales training before they are permitted to deal with on-line customers. SWB service representatives also team with more experienced employees to gain additional knowledge. Nevertheless, SWB is committed to coordinate with CLECs that opt for our electronic interfaces to work through and minimize the start-up issues that invariably will arise. In fact, the SWB applications groups have continued to work with Valu-Line to bring about quick resolutions to Valu-Line's questions, problems, and operational concerns.

118. Below is a high level summary of the aggressive and comprehensive efforts demonstrated by SWB with Valu-Line of Kansas:

- Quickly assembled a team to discuss each issue and situation raised by Valu-Line and to develop action items to resolve them. The team was comprised of application, LSC, and account team personnel. The first meeting identified a few minor system problems, which were corrected within a week.
- Sent LSC personnel, Account Manager and Residence EASE Subject Matter Expert ("SME") to Emporia, Kansas to work directly with Valu-Line.
- Arranged for Business EASE and Southwestern Bell Toolbar application (Order Status and Trouble Administration) SMEs, and LSC personnel to be in training with Valu-Line personnel.

- Sent Business EASE technical support to Valu-Line to complete installation of software for access to Business EASE.
- Sent Business EASE and Southwestern Bell Toolbar application SMEs to Emporia, KS. immediately following training, to assist with questions.
- Provided for on-going Help Desk support for questions. Specifically, the Help Desk provided support to Valu-Line by tracking problems through resolution and closure, and by bringing all SWB Information Services entities together and facilitating meetings to resolve Valu-Line's OSS issues.

USLD

119. On July 11, 1997 USLD submitted a complaint against SWB to the FCC. The primary issue regarding OSS pertains to the lack of an electronic mechanism available to USLD for the ordering of Customer Owned Coin Operated Telephone ("COCOT") service. Specifically, USLD claims that SWB's affiliate for COCOT service has an unfair advantage over USLD by having an electronic means of submitting service orders for COCOT service. The fact is, both USLD and SWB's affiliate must submit requests via a facsimile or a telephone call. USLD must contact the LSC. SWBT affiliates must contact a similar center. USLD's requests are typed into SWB's service order system by the LSC. SWB's affiliate service orders are also typed into the service order system by SWB service representatives. There is no mechanized method available for ordering COCOTs to any entity.

120. Due to the unique and varied arrangements that can be negotiated in the payphone environment, SWB has not developed a front-end interface to handle its affiliate COCOT services. Our experiences have determined that quality customer service for these specific types of services can best be provided by individual customer care from specially trained experts. This is what SWB's LSC offers to every CLEC, just the same as we handle these situations for our affiliate. In the event that SWB develops additional electronic functionality for pay phone services to be used by SWB's retail operations, these same enhancements will simultaneously be provided to any CLEC using SWB's EASE system.

CONCLUSION

121. SWB meets the requirements of the Act and is in compliance with the FCC's orders in terms of providing CLECs with electronic access to its OSS functions "at least equivalent" to the access SWB provides "to itself, its customers, or other carriers." SWB has also gone even further to provide CLECs with choices of interfaces based upon industry guidelines and has negotiated interim interfaces for access to its OSS functions SWB did not provide to itself, its customers, or other carriers prior to the Act.

122. SWB has designed its electronic interfaces and OSS functions to be scaleable in order to quickly and effectively add capacity as volumes warrant. SWB firmly believes that it will be able to handle large volumes of accurate orders or transactions that can reasonably be anticipated from the CLECs.

February 1998

SWBT ELECTRONIC INTERFACES DEMONSTRATIONS

In an effort to provide clear understanding of the functions associated with access to our operations support systems, SWBT provides live demonstrations of system applications. To date, we have performed the following demonstrations.

CLEC NAME	DATE OF DEMO	FUNCTION/ APPLICATION
ACCUTEL	AUGUST 1997	ALL
ACSI	JANUARY 1998	ALL EXCEPT B-EASE
ALLEGIANCE TELECOM	JANUARY 1998	ALL EXCEPT B-EASE
ALLTEL	MARCH 1997	ALL
ALLTEL	MAY 1997	ALL
AMERICAN PHONECOM	JANUARY 1998	ALL EXCEPT B-EASE
AMERITECH	APRIL 1997	ALL
AT&T	JANUARY 1997	BUS. & RES. EASE
AT&T	MARCH 1997	TROUBLE ADMINISTRATION
BASIC FHONE	AUGUST 1997	ALL
BASIC FPHONE	SEPTEMBER 1997	ALL
BIRCH TELECOM	AUGUST 1997	ALL
BOULEVARD	JUNE 1997	ALL
BROOKS FIBER	MAY 1997	ALL
CAPROCK	MARCH 1997	ALL
CHICKASAW	JANUARY 1998	ALL EXCEPT B-EASE
CHOCTAW	MAY 1997	ALL
COMPTEL	SEPTEMBER 1997	ALL
CS WIRELESS SYSTEMS	AUGUST 1997	ALL
DEPARTMENT OF JUSTICE AND FCC	JANUARY 1997	ALL
DEPARTMENT OF JUSTICE AND FCC	JUNE 1997	ALL
DIAL TONE	JULY 1997	ALL
EXCEL	JULY 1997	ALL
EXPRESS TELCO	SEPTEMBER 1997	ALL
E Z TALK	NOVEMBER 1996	BUS. & RES. EASE
EZ TALK	NOVEMBER 1997	ALL
FAST CONNECTIONS	JULY 1997	ALL
FAST CONNECTIONS	SEPTEMBER 1997	ALL

ATTACHMENT A

CLEC NAME	DATE OF DEMO	FUNCTION/ APPLICATION
FCC	JULY 1997	ALL
FIEST LD	APRIL 1997	ALL
GOTEL	SEPTEMBER 1997	ALL
GTE COMMUNICATIONS	NOVEMBER 1997	ALL
ICG TELECOM	APRIL 1997	ALL
ICG TELCOM	SEPTEMBER 1997	ALL
IWL CONCEPTS	SEPTEMBER 1997	ALL
KANSAS STATE COMMISSION	MAY 1997	ALL
LONE STAR TELEPHONE	NOVEMBER 1997	ALL
MATRIX TELCOM	JULY 1997	ALL
MATRIX TELCOM	AUGUST 1997	ALL
MAX TEL COMMUNICATIONS	SEPTEMBER 1997	ALL
MCI	MARCH 1997	ALL
MCI	AUGUST 1997	ALL
MIDWESTERN TELECOM	AUGUST 1997	ALL
MISSOURI STATE COMMISSION	JANUARY 1998	ALL
NTS	APRIL 1997	ALL
NTS	OCTOBER 1997	ALL
OPTEL	JULY 1997	ALL
OKLAHOMA STATE COMMISSION	APRIL 1997	ALL
PCI	SEPTEMBER 1997	ALL
PHON AMERICA	SEPTEMBER 1997	ALL
PROGRESSIVE CONCEPTS	SEPTEMBER 1997	ALL
SPRINT	FEBRUARY 1997	BUS & RES EASE
SPRINT	JULY 1997	ALL
TELENET	OCTOBER 1997	ALL
TEXAS COMM SOUTH	NOVEMBER 1996	BUS & RES EASE
TEXAS HOMETEL, INC.	JANUARY 1998	ALL EXCEPT B-EASE
TEXAS STATE COMMISSION	JUNE 1997	ALL
TONE USA	JULY 1997	ALL
TIN CAN COMMUNICATIONS	AUGUST 1997	ALL

CLEC NAME	DATE OF DEMO	FUNCTION/ APPLICATION
U.S CONGRESSIONAL MEMBERS	JANUARY 1998 (demos held on 1/7, 1/14, and 1/21)	ALL
USA EXCHANGE	MARCH 1997	ALL
U.S. DIALTONE	NOVEMBER 1997	ALL
US ONLINE	JULY 1997	ALL
US ONLINE	SEPTEMBER 1997	ALL
US TELCO	SEPTEMBER 1997	ALL
US TELEPHONE	JANUARY 1998	ALL EXCEPT B-EASE
UTEL	SEPTEMBER 1997	ALL
VALU-LINE OF KANSAS	APRIL 1997	ALL
VALU-LINE OF KANSAS	SEPTEMBER 1997	ALL
VALUE-NET	OCTOBER 1997	ALL
WINSTAR	AUGUST 1997	ALL
WINSTAR	JANUARY 1998	ALL EXCEPT B-EASE
WORLDCOM	NOVEMBER 1997	ALL

NOTE: A complete (ALL) demonstration includes the following functions and applications:

PRE-ORDER

Datagate
Verigate

MAINTENANCE/ REPAIR

Trouble Administration
EBI (discussion)

ORDER/PROVISIONING

Residence EASE
Business EASE
EDI (discussion)
LEX
Order Status
SORD Supplement (as of 1/98)

BILLING

Bill INFO (as of 1/98)
BILL PLUS*
EDI 811
CABS BDT
Usage Extract

February 1998

CLEC EDUCATION CLASS SCHEDULE OF SWB'S ELECTRONIC INTERFACES

CLEC NAME	TRAINING DATES	FUNCTION/ APPLICATION
ALLTEL	JUNE 9-13, 1997	RESIDENCE EASE, ORDER STATUS, VERIGATE AND TROUBLE ADMINISTRATION
ALLTEL	JULY 28, 1997	ORDER STATUS, VERIGATE AND TROUBLE ADMINISTRATION
ALLTEL	OCTOBER 30, 1997	ORDER STATUS, VERIGATE AND TROUBLE ADMINISTRATION PLUS LEX (beta test, UNE and Resale)
AMERICAN PHONE COM	FEBRUARY 2-6, 1998	RESIDENCE EASE, VERIGATE, ORDER STATUS AND TROUBLE ADMINISTRATION
AMERICAN TELCO	MAY 5-9, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
AMERITECH	AUGUST 18-22, 1997	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
AMERITECH	OCTOBER 27-31, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
AT&T	JANUARY 27-31, 1997	RESIDENCE EASE (beta test)
AT&T	APRIL 14-18, 1997	RESIDENCE EASE

CLEC NAME	TRAINING DATES	FUNCTION/ APPLICATION
AT&T	JUNE 16, 1997	ORDER STATUS, VERIGATE AND TROUBLE ADMINISTRATION
AT&T	OCTOBER 14, 1997	SORD SUPPLEMENT (beta test)
AT&T	OCTOBER 30, 1997	LEX
AT&T	NOVEMBER 21, 1997	ORDER STATUS, VERIGATE, TROUBLE ADMINISTRATION
AT&T	DECEMBER 18, 1997	ORDER STATUS, VERIGATE, TROUBLE ADMINISTRATION AND LEX
AT&T	DECEMBER 19, 1997	ORDER STATUS, VERIGATE, TROUBLE ADMINISTRATION AND LEX
AT&T	JANUARY 9, 1998	LEX
AT&T	JANUARY 29, 1998	SORD SUPPLEMENT
BROOKS FIBER	JANUARY 8-9, 1998	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION AND LEX
CAPITAL TELECOM	NOVEMBER 20, 1997	LEX
CAPITAL TELECOM	NOVEMBER 21, 1997	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
CHOCTAW COMMUNICATIONS	FEBRUARY 2-6, 1998	RESIDENCE EASE
DMJ	OCTOBER 20-24, 1997	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
EZ TALK	JANUARY 6-8, 1997	RESIDENCE EASE (beta test)
EZ TALK	MAY 19, 1997	RESIDENCE EASE (completion)
EZ TALK	AUGUST 11-15, 1997	BUSINESS EASE,

CLEC NAME	TRAINING DATES	FUNCTION/ APPLICATION
		VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
FAST CONNECTIONS	OCTOBER 20-24, 1997	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
FEIST	JUNE 23-27, 1997	RESIDENCE EASE, ORDER STATUS, VERIGATE, TROUBLE ADMINISTRATION
FEIST	NOVEMBER 21, 1997	LEX
GTE	DECEMBER 19, 1997	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION & LEX
ICG	DECEMBER 15-19, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
ICG	DECEMBER 5, 1997	LEX
ICG/CHOICE COM	FEBRUARY 2-6, 1998	RESIDENCE EASE
INTERMEDIA COMMUNICATIONS	SEPTEMBER 22-26, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
MAX-TEL	DECEMBER 8 - 12	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
MCI	SEPTEMBER 15-19, 1997	RESIDENCE EASE
MCI	NOVEMBER 11, 1997	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION AND LEX
MCI	DECEMBER 1-5, 1997	BUSINESS EASE
MIDWESTERN TEL	NOVEMBER 10-14, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
MIDWESTERN TEL	JANUARY 8, 1998	LEX
NTS	JANUARY 28-29, 1998	VERIGATE, ORDER

CLEC NAME	TRAINING DATES	FUNCTION/ APPLICATION
COMMUNICATIONS		STATUS, TROUBLE ADMINISTRATION, LEX
OMNIPLEX	OCTOBER 31, 1997	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION AND LEX
SPRINT	JULY 14-18, 1997	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
SPRINT	JULY 21-25, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
TEXAS COMM SOUTH	JANUARY 22-24, 1997	RESIDENCE EASE (beta test)
TEXAS COMM SOUTH	MARCH 19, 1997	RESIDENCE EASE (completion)
TEXAS COMM SOUTH	JUNE 16, 1997	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
US LONG DISTANCE	MAY 12-16, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, VERIGATE, TROUBLE ADMINISTRATION
US TELCO	DECEMBER 8-12, 1997	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
VALU-LINE OF KANSAS	APRIL 7-11, 1997	RESIDENCE EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION (beta test for Order Status, Verigate, Trouble Administration)
VALU-LINE OF KANSAS	APRIL 28-MAY 2, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
VALU-LINE OF	JANUARY 26-30, 1998	BUSINESS EASE,

ATTACHMENT B

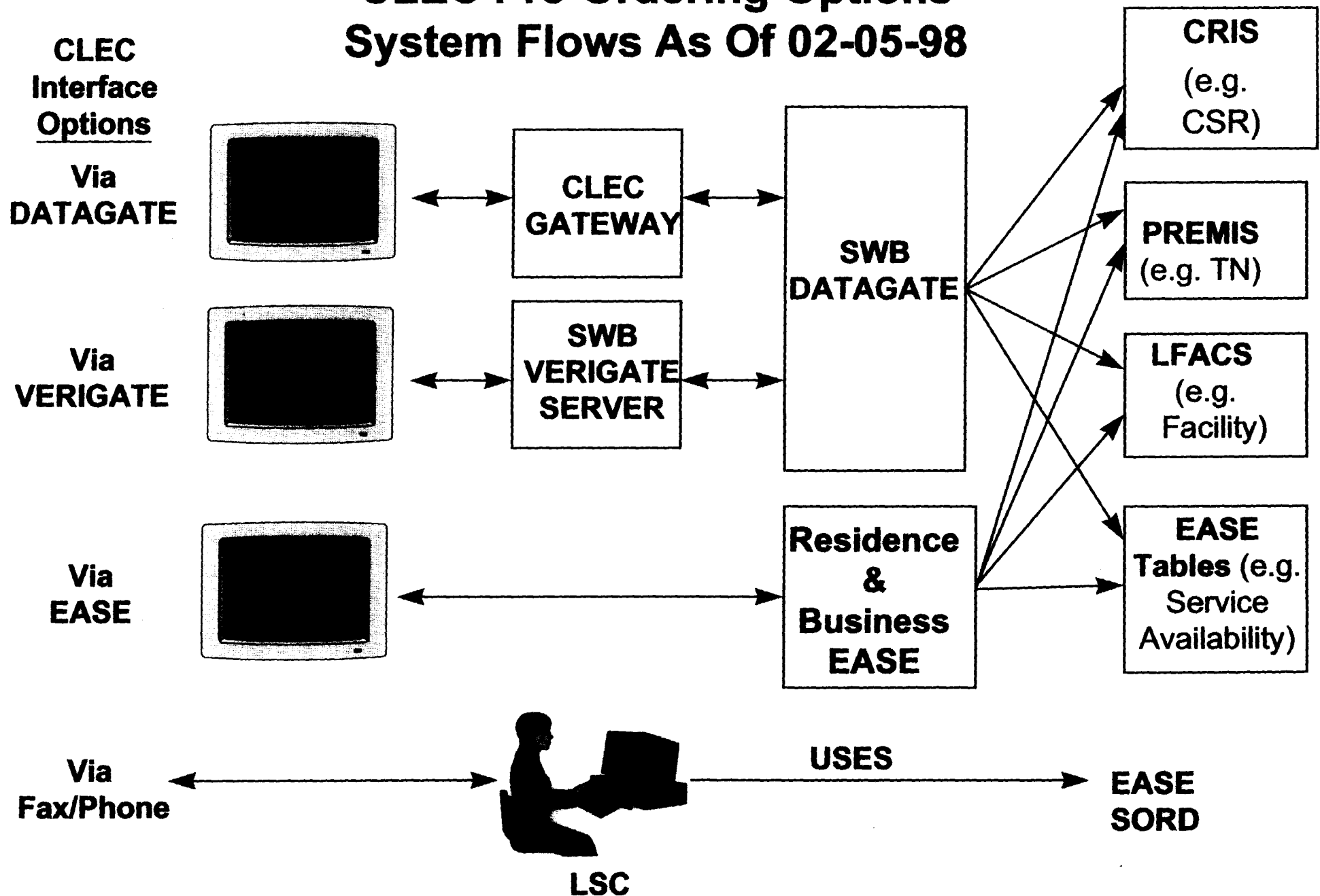
CLEC NAME	TRAINING DATES	FUNCTION/ APPLICATION
LONGVIEW		VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
WESTERN OKLAHOMA LONG DISTANCE	FEBRUARY 24-28, 1997	RESIDENCE EASE
WESTERN OKLAHOMA LONG DISTANCE	MARCH 3-7, 1997	BUSINESS EASE
WESTERN OKLAHOMA LONG DISTANCE	JULY 28, 1997	VERIGATE, ORDER STATUS, TROUBLE ADMINISTRATION
MFS/WORLDCOM	DECEMBER 15-19, 1997	BUSINESS EASE, VERIGATE, ORDER STATUS TROUBLE ADMINISTRATION

ATTACHMENT C

FLOW DIAGRAMS

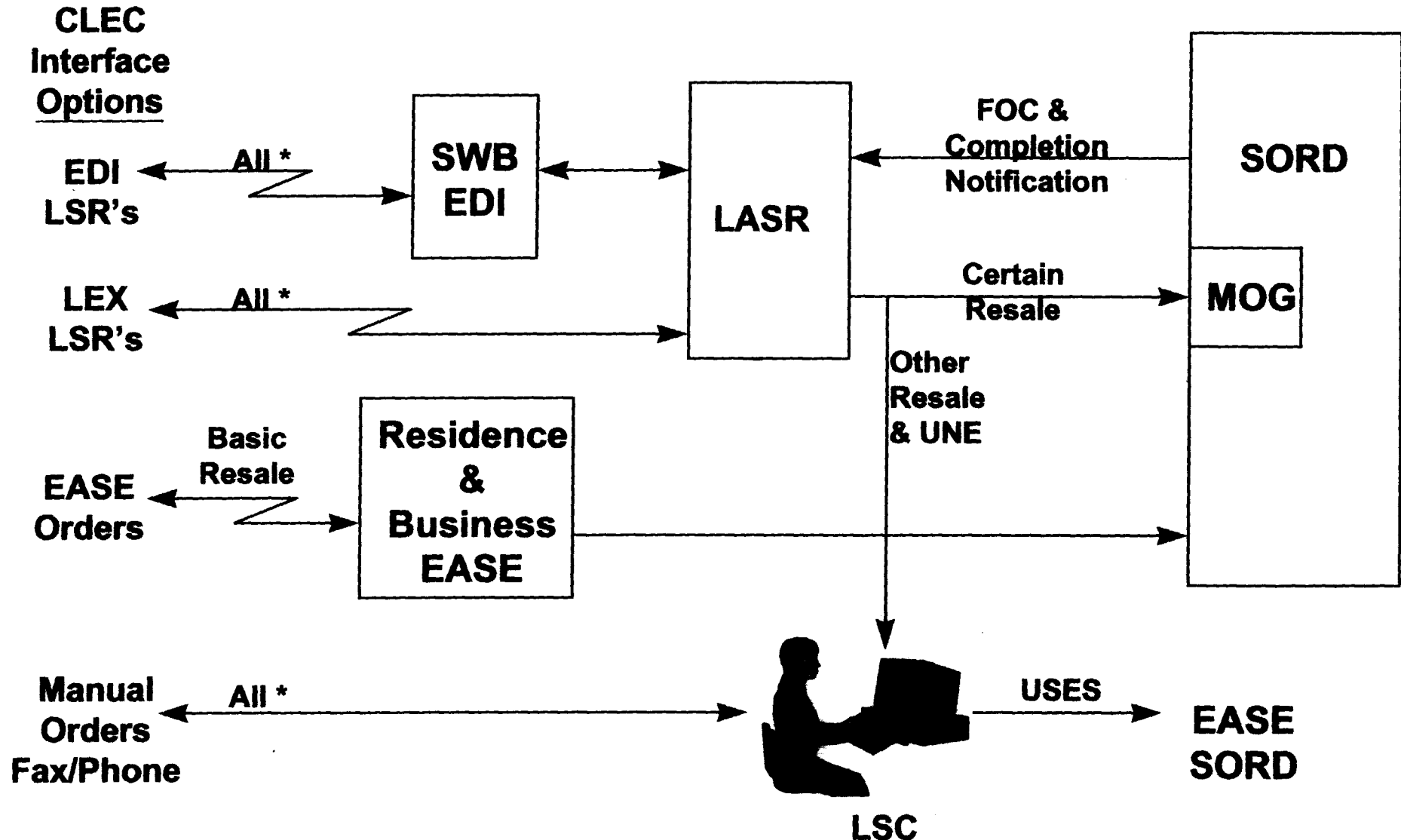
SWBT ELECTRONIC
INTERFACES
AVAILABLE TO
CLECS

CLEC Pre-Ordering Options System Flows As Of 02-05-98



CLEC Ordering Options

System Flows As Of 02-05-98



* NOTE: Denotes all types of orders Resale & UNE

Southwestern Bell Telephone Access to Operations Support Systems Functions 2-5-98

Electronic
Access
Methods

Remote Access
Facility (RAF)
(Secured Connectivity)

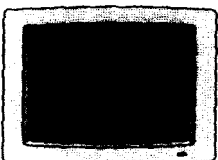
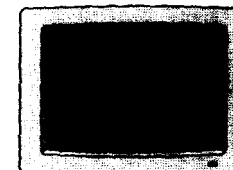
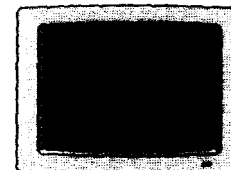
Pre-ordering

Ordering/Prov.

Billing

Maintenance/Repair

SWBT Customer Service Interfaces



Via:

Dial-up
(Modem)

Negotiated Interfaces in Advance of Industry Standards

DATA GATE
Query System

EDI (OBF-LSR)
Resale / UNE

EDI CRIS-Resale
CABS BDT-UNE

And / Or

Direct
Connection

Industry Standardized Interfaces

UNIX (OBF-ASR)
Interconnection



EMR (Exchange
Message Record)

EB (Electronic
Bonding T1M1)

Manual Access to Functions

Via Phone



and / or



Help Desk

Local Service Center

Local Service Center

Local Service Center

Local Operations
Center

Attachment D

**Requirements for Access to Southwestern Bell OSS Functions
01/06/98**

Attachment D

System/Function	Access via Remote Access Facility	Hardware Requirements	Software Requirements	Hours of Operation (Monday thru Friday) **	Hours of Operation (Saturday) **	Hours of Operation (Sunday) **
DataGate (Resale and UNE)	Yes	Personal Computer, UNIX, Tandem, MVS	PC OS - Win 95, Win NT, Winsock 1.1 compliant TCP package; UNIX OS - Pyramid, HP, AIX, Sun Solaris, TCP; Tandem Guardian OS, TCP; DataGate client distribution for appropriate platform	7:00am - midnight	7:00am - 11:00pm	10:00am - 11:00pm
Southwestern Bell Toolbar / Verigate (Resale and UNE)	Yes	Personal Computer (486 or above); Memory 16MB, Modem (14.4 bps or above)	DOS-Ver. 5.0 or above; Windows 95, Windows NT 3.51, Windows NT 4.0; WinOS/2 Warp 3 (dial-up connections must use Communications Manager 2); WINSOCK 1.1 compliant TCP package.	6:00am - 10:00pm	7:00am - 6:00pm (except for Channel Inquiry)	none
EASE (Residence Resale)	Yes	3270 terminal for private line connection, or for dial-up connections, a Personal Computer with 3270 terminal emulation network connectivity to SWB's network	TN 3270 terminal emulation software, TCP/IP	7:00am - midnight	7:00am - 11:00pm	10:00am - 11:00pm
EASE (Business Resale)	Yes	Personal Computer (Pentium); Modem (28.8 bps or above), 24 Meg of RAM	SWB application software running over OS/2 Warp Connect Version 3.0 with service pack 22 operating system; TCP/IP, Communications Manager/2 (CM/2); Eclipse software license from The Haley Enterprise	7:00am - midnight	7:00am - 11:00pm	10:00am - 11:00 pm
EASE (Residence Resale)		(See previous information)				
EASE (Business Resale)		(See previous information)				
EDI Ordering Gateway (Resale and UNE)	Batch process - RAF access not required but could be used	Communications circuit	Communications Software, i.e., CONNECT: Direct or use of commercial vens. Data transmitted in standard 80 position, fixed byte, wrapped format. EDI translation package, i.e., GENTRAN. EDI transaction types supported: 850, 860, 855, 865, 997.	Receipt of service order transmissions is 24 hours / day	Receipt of service order transmissions is 24 hours / day	Receipt of service order transmissions is from 6:00am to noon and 6:00pm to midnight
Southwestern Bell Toolbar / LEX (Resale and UNE)	Yes	Personal Computer (486 or above); Memory 16MB, Modem (14.4 bps or above)	DOS-Ver. 5.0 or above; Windows 95, Windows NT 3.51, Windows NT 4.0; WINSOCK 1.1 compliant TCP package.	7:00am - 8:00pm	7:00am - 8:00pm	9:00am - 6:00pm
SORD Supplement (Resale)	Yes	3270 terminal for private line connection, or for dial-up connections, a Personal Computer with 3270 terminal emulation network connectivity to SWB's network	TN 3270 terminal emulation software, TCP/IP	7:00am - midnight	7:00am - 11:00pm	10:00am - 11:00pm

Requirements for Access to Southwestern Bell OSS Functions
01/06/98

Attachment D

System/Function	Access via Remote Access Facility	Hardware Requirements	Software Requirements	Hours of Operation (Monday thru Friday)	Hours of Operation (Saturday)	Hours of Operation (Sunday)
Southwestern Bell Toolbar / Order Status (Resale and UNE)	Yes	Personal Computer (486 or above); Memory 16MB; Modem (14.4 bps or above)	DOS-Ver. 5.0 or above; Windows 95, Windows NT 3.51, Windows NT 4.0; WinOS/2 Warp 3 (dial-up connections must use Communications Manager 2); WINSOCK 1.1 compliant TCP package.	6:00am - 11:30pm	7:00am - 6:00pm	none
Southwestern Bell Toolbar / Trouble Administration	Yes	Personal Computer (486 or above); Memory 16MB; Modem (14.4 bps or above)	DOS-Ver. 5.0 or above; Windows 95, Windows NT 3.51, Windows NT 4.0; WinOS/2 Warp 3 (dial-up connections must use Communications Manager 2); WINSOCK 1.1 compliant TCP package.	4:00am - 10:00pm	5:00am - 9:00pm	5:00am - 9:00pm
Electronic Bonding Interface (EBI)	Not required but could be used	Mid-range Server (for EB gateway)	UNIX operating system; CIMP protocol; LSPs build software interface between their OSs and the CIMP protocol which adheres to the Open Systems Interconnect (OSI) data communications standards and the ANSI T1M1, T1M1.5, T1.227 and T1.228 standards	3:00am - midnight	3:00am - 10:00pm	4:30am - midnight
Southwestern Bell Toolbar / BSM Information (Resale and UNE)	Yes	Personal Computer (486 or above); Memory 16MB; Modem (14.4 bps or above)	DOS-Ver. 5.0 or above; Windows 95, Windows NT 3.51, Windows NT 4.0; WinOS/2 Warp 3 (dial-up connections must use Communications Manager 2); WINSOCK 1.1 compliant TCP package.	6:00am - 11:30pm	7:00am - 6:00pm	none
BSM Plus (sm) (Resale)	No	Personal Computer ranging from a System 486, Memory 8MB, CD-ROM 2X to a Pentium 144 MHz, Memory 32MB, CD-ROM 6X. Size depends on volume of calls per month and amount of Account Service Information that will be received.	Windows 3.1 or better, VGA monitor, MB disk space, Microsoft compatible mouse.	Per Bill Period		
Usage Extract Feed (Resale and UNE)	No	EBCDIC compatible. Based on selected transmission: 9TRK - 9 TRK Tape Drive, 18TRK - 18TRK Tape Drive, Direct connect - private circuit, TCP/IP - Internet or RAS access	CONNECT: Direct option requires CONNECT: Direct software, TCP/IP option needs TCP/IP Communications Software, i.e., VAN EDI translation package, i.e., GENTRAN. EDI transaction types supported: 811, 864, 997.	Daily Feed		
Electronic Data Interchange Billing (EDIB) (Resale)	No	Communications circuit		Per Bill Period		
BSM Data Tape (BDT) - CABS Format (UNE)	No	Modem / line	CONNECT: Direct option requires CONNECT: Direct software	Per Bill Period		

** Hours of operation listed are generally the same as SWBT provides to itself and are subject to change or consideration as business needs dictate.